

Percent of Rezoning Plan Reviews with Missed Deadlines per Case Develop Louisville



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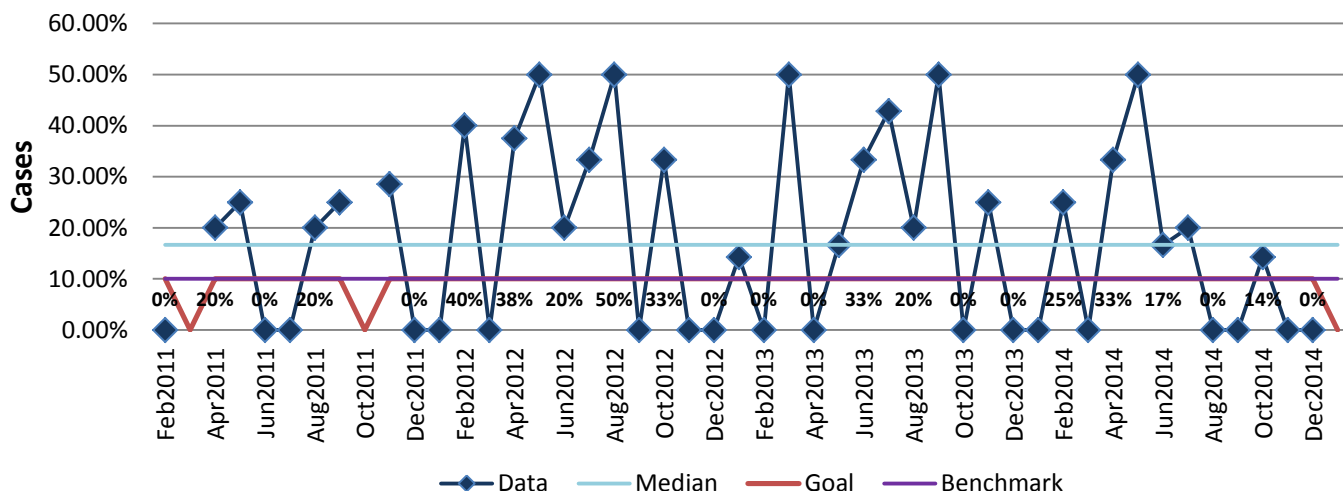
Process: Rezoning Process

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
<p>Baseline: TBD</p> <p>Goal: Less than 10% of cases with one or more missed deadlines.</p> <p>Benchmark: 10% Error Rate</p>	<p>Data Source: Rezoning Timeline Spreadsheet</p> <p>Goal Source: Scope Summary</p> <p>Benchmark Source: Rezoning Timeline Spreadsheet</p>	<p>Plan-Do-Check-Act Step 8: Monitor and diagnose</p> <p>Measurement Method: The number of rezoning cases with one or more missed deadline.</p> <p>Why Measure: To monitor staff performance standards for Rezoning cases.</p> <p>Next Improvement Step: Track and monitor staff performance standards for all Planning case types.</p>

How Are We Doing?

Jan2014-Dec2014 12 Month Goal	Jan2014-Dec2014 12 Month Actual		Dec2014 Goal	Dec2014 Actual	
1	2		0	N/A	
Cases	Cases		Cases	Cases	

Percent of Rezoning Plan Reviews with Missed Deadlines per Case



Feb2014-Jan2015 Column Chart

